



CIGNA HealthCare Member Health Management Tools & Resources

National Committee for Quality Assurance (NCQA)
Quality Plus Distinction
in Physician and Hospital Quality.



myCIGNA.com Member Resources

CIGNA is the first national health plan to receive the NCQA Quality Plus Distinction in Physician and Hospital Quality for using physician and hospital quality and cost information to help our members make more informed decisions and improve quality of care. myCIGNA.com is one of many resources we offer that can help you make the most of your health care experience; offering information that is relevant and easy to access.

- Log in to www.myCIGNA.com
- Click on the **MY HEALTH** tab

Overview page

- Complete *my health assessment*.
- Seek health information.
- Learn more about a particular condition.

- Search audio library for the CIGNA HealthCare 24-Hour Health Information LineSM, which provides pre-recorded information on hundreds of medical topics.

Cost and Quality Resources page

- Use our cost and quality tools to compare hospitals, doctors and special facilities.
- Find hospitals designated as CIGNA Centers of Excellence and save on your out-of-pocket costs.
- Consider CIGNA Care Network[®] designated specialists. You may save on your out-of-pocket costs.
- Use Select Quality Care[®] and get quality information on a hospital or special facility based on your search criteria.

Get to know the different tools that can help you find quality, cost-effective care.

COST Decision Support Tools

MEDICAL – Cost Information for 48 procedures/conditions Inpatient Procedures

Get estimated average cost ranges for 29 inpatient procedures and out-of-pocket costs. Participating hospitals earn from one to three stars (the highest) based on patient outcomes and cost. Not only will you have an idea of how much your procedure is going to cost, but you may save on your out-of-pocket expenses; as costs between facilities often vary considerably.

| | |
|---------------------------------------|-----------------------------------|
| Acute Bronchitis – Pediatric | Heart Valve Replacement |
| Angioplasty | Infant – Premature |
| Asthma – Pediatric | Infant – Premature Major Problems |
| Cardiac Catheterization | Irregular Heartbeat |
| Cardiac Pacemaker Implant | Laparoscopic Gall Bladder Removal |
| Cesarean Section | Pneumonia |
| Chest Pain | Spinal Fusion |
| Chronic Obstructive Pulmonary Disease | Stroke |
| Colon Surgery | Syncope |
| Coronary Artery Bypass Grafting | Total Abdominal Hysterectomy |
| Craniotomy – Adult | Total Hip Replacement |
| Disc Surgery | Total Knee Replacement |
| GI Hemorrhage | Transurethral Prostatectomy |
| Heart Attack | Vaginal Delivery |
| Heart Failure | |

Radiology & Imaging

If you need an MRI, PET or CT Scan, visit myCIGNA.com before your procedure. You can save on your out-of-pocket expenses by comparing the estimated average cost of your procedure at a free-standing clinic versus a hospital. The savings can be significant.

- Select *Compare the cost for common procedures performed at hospitals or other facilities* to access the *Provider Directory*.
- Click on *Hospitals or Other Radiology & Day Surgery Facility/ Ancillary Centers*.
- Choose your condition from the scroll-down menu.

| Summary of Advanced Radiology Procedure Benefits | Facility/Ancillary | Estimated Average Cost | Estimated Average Out-Of-Pocket Cost |
|--|-----------------------|------------------------|--------------------------------------|
| Medical Deductible: Individual: \$1,000 | ABC Memorial Hospital | \$1,320 | \$1,032 |
| | XYZ Radiology Group | \$500 | \$500 |

Coinsurance: Advanced Radiology: 10%

Out-Of-Pocket (OOP) Maximum: Individuals: \$3,000; Family: \$6,000

This is a summary. Please review your plan documents for full details.

Outpatient Procedures

myCIGNA.com has estimated average costs and out-of-pocket costs for 16 outpatient procedures. The cost for these procedures can vary between hospitals.

| | |
|---|---|
| Angioplasty | Endoscopy – Upper Gastrointestinal |
| Cardiac Catheterization | Excision of Breast Lesion/Breast Biopsy |
| Carpal Tunnel | Eye Procedures – Cataract Removal |
| Endoscopy – Arthroscopy – Joint | Hernia Repair |
| Endoscopy – Colonoscopy | Lithotripsy (Kidney Stones) |
| Endoscopy – Cystoscopy (Bladder) | Ovary Removal |
| Endoscopy – Hysteroscopy (Uterus) | Tonsils and Adenoids, Middle Ear |
| Endoscopy – Laparoscopic Cholecystectomy (Gall Bladder) | Tympanostomy (Middle Ear) |

Average Costs for Common Medical Procedures

You've got a hearing test coming up or maybe your child needs allergy shots. You can find average costs (by state) for routine doctor office visits, preventive screenings like having your blood drawn, or episode costs for conditions such as kidney stones or the treatment of migraine headaches.

- Select *View average costs for common medical treatments*.
- Enter your state and press **Go**.

| Other Health Services | Average Charges Per Episode* |
|------------------------|------------------------------|
| Ultrasound – Heart | \$231 |
| Ultrasound – Other | \$133 |
| Ultrasound – Pregnancy | \$159 |

MEDICAL – Provider Value-based Information Physician Profiles

You want to stretch your health care dollars, but not if it means lowering your standards of care. Physician Profile star ratings make it easy for you to choose a doctor based on quality and cost efficiency in 21 specialties.

| | |
|--------------------------|-------------------------|
| Allergy/Immunology | Nephrology |
| Cardiology | Neurology |
| Cardiothoracic Surgery | Neurosurgery |
| Colon and Rectal Surgery | Obstetrics/Gynecology |
| Dermatology | Ophthalmology |
| Ear, Nose and Throat | Orthopedics and Surgery |
| Endocrinology | Pulmonology |
| Gastroenterology | Rheumatology |
| General Surgery | Urology |
| Hematology/Oncology* | Vascular Surgery |
| Infectious Disease | |

*Does not include Radiation Oncology, Chiropractor, Pediatrics and Podiatry (standard member liability applies).

Centers of Excellence

When a hospital earns a score of 3 stars (the highest score) for cost and quality on one or more of the 29 procedures and conditions, CIGNA designates it a Center of Excellence.

Before your next procedure, use the Hospital Value Tool on myCIGNA.com. Make your choices with confidence knowing that these facilities have met CIGNA credentialing standards based on patient outcomes and cost efficiency. (Follow inpatient procedure log-in instructions).

ABC Hospital

Patient Outcomes ★★★★★

Cost Efficiency: ★★★★★

[View Quality/Cost Detail](#)

Hospital Comparison Tool

The Hospital Comparison Tool from Select Quality Care® helps you find detailed quality information based on your personal preferences. You can compare hospitals in your area for more than 160 hospital-based procedures. And then rank them based upon criteria like complications during treatment, relative cost, patient safety and much more.

- Click on the *Hospital Comparison Tool* to open the *Select Quality Care* page.

Report on Knee Replacement, Total

This report compares hospitals within 20 miles of Bloomfield, CT for Knee Replacement, Total, and is based on your selections and rankings. This is just one of several sources you should consult to select a hospital: always consult your physician about what decision is right for you. [Click here for more information.](#)

| New Search Change Hospitals Change Rankings Related Reports | | | | | | | | |
|---|---------------------------|---------------|----------------|------|----------------|----------------|----------------|--|
| Summary | Patients/yr. | Complications | Length of Stay | Cost | Patient Safety | Best Practices | Other Evals | |
| Overall | Name | Patients/yr | Complications | LOS | Cost | Patient Safety | Best Practices | |
| 1st | ABC Hospital (In-Network) | 1st | 1st | 1st | 1st | 1st | 1st | |
| 2nd | XYZ Hospital (In-Network) | 3rd | 1st | 2nd | 1st | 2nd | 2nd | |
| New Search Change Hospitals Change Rankings Related Reports | | | | | | | | |

CIGNA Care Network®

These doctors have met CIGNA HealthCare credentialing standards and third-party validation criteria for 21 specialties. Look for the teal leaf symbol next to the doctor's name.

- Click on *I want to find a doctor, hospital or special facility to locate the Provider Directory* to the right of the screen.
- Choose a *Specialist Care Physician* from the scroll down menu.
- Select *City, State, ZIP* and driving preference.
- Click on *Next*.

Nees, John, MD



Quality: ★★★★★

Cost Efficiency: ★★★★★

[View Quality/Cost Detail](#)

CIGNA Certified Hospitals for Bariatric Surgery

Weight loss surgery can be extremely risky. And complication rates are high. If you are considering this type of surgery, you need access to hospital and doctor quality information. This program helps identify providers who meet specific performance standards to help you make your decision.

- Select *CIGNA Certified Hospitals for Bariatric Surgery*.

CIGNA HealthCare Healthy Babies®

The Healthy Babies program provides access to a number of valuable tools through myCIGNA.com; including, March of Dimes® educational materials, information about prenatal care, reducing risk factors, baby development, nutrition, and how to stop smoking. We're proud to be the exclusive national health care sponsor for March of Dimes March for Babies™.

- Click *MY HEALTH* tab.
- Select the *Overview* page.
- Find *Condition and Wellness Resources*.
- Click on *Healthy Babies*.

Comprehensive Oncology ProgramSM

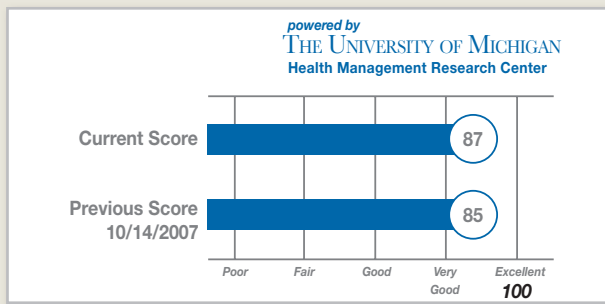
This program provides personal support to help you understand your condition, evaluate your treatment options and help you better manage cancer's effects on you and your family. Visit myCIGNA.com for a wide selection of educational materials and resources available to you and your family.

- Select *MY HEALTH*.
- Choose the *Conditions and Wellness Resources* tab
- Click on *Cancer Care Resources*.

my health assessment

Learn how you can improve your health by completing this secure, online health questionnaire. You'll answer common health questions like weight, cholesterol and blood pressure. Based on your results, you'll receive a health score on how you compare with averages for your gender and age. And you'll receive a simple-to-follow health plan to help you improve on your score or maintain good health.

- Click on *I want to...* to the right of the screen to take *my health assessment*. Follow registration instructions.



Personal Health Record

If you see more than one doctor, your personal health information can become scattered between many sources. You can store and monitor your health information in one central and secure location with the Personal Health Record on myCIGNA.com. Because the health record is portable, you can use it to help prepare a health summary to share with your health care providers.

- Click on the *MY HEALTH* tab.
- Go to *Health Management Resources*.
- Click on *WebMD® Personal Health Manager*.

| add immunization | Health Record summary | how to |
|---|---------------------------------------|------------------------|
| Immunizations | Date of Service | |
| Click on an item to edit, delete or view related information. | | |
| Flu Shot (Influenza Vaccine) | 11/09/2006 | |

CIGNA HealthCare 24-hour Health Information LineSM

Get detailed answers to your health care questions, directions to the nearest facility or pharmacy, helpful home care suggestions, benefits information, or help accessing emergency or urgent care. Whenever you have a question, day or night, use the toll-free number on your CIGNA HealthCare ID card. You can either speak directly with a registered nurse, or listen to pre-recorded information on various topics from aging and women's health to nutrition and surgery. View or print a list of audio topics from myCIGNA.com.

- Click on *MY HEALTH* tab.
- Click on *24-hour Health Information Line* under *Health Management Resources*.

CIGNA Well Aware for Better Health[®]

You may have access to a personal, experienced registered nurse who can help you manage chronic conditions like asthma, diabetes, depression and weight complications. With reminders of important tests and exams, Well Aware for Better Health can help you recognize your symptoms and identify common triggers that can worsen your condition.

- Select the *MY HEALTH* tab.
- Click on the *Overview* page.
- Find the list of *CIGNA Well Aware Programs* on the left-hand side of the screen.

CIGNA Well Aware Programs

- Asthma
- Chronic Obstructive Pulmonary Disease
- Depression
- Diabetes
- Heart Disease
- Low Back Pain
- Targeted Conditions
- Weight Complications

Check with your employer to determine if this program is offered to you.

CIGNA Health Advisor[®]

You may have access to a personal health coach who can provide ongoing guidance in interacting with the health care system, individual health information and treatment decision support, and help in reaching your health and wellness goals. You are matched with a health advisor whose experience meets your individual needs and preferences, drawn from a team of experienced health professionals including registered nurses, nutritionists, behavioral clinicians and health educators. You can maintain an ongoing relationship with your CIGNA Health Advisor, who can be reached by phone or online at myCIGNA.com.

- Click on the *MY HEALTH* tab.
- Open the *Overview* page.
- Select CIGNA Health Advisor under *Health Management Resources*.

Check with your employer to determine if this program is offered to you.



PHARMACY – Comparing Prescription Drug Costs

Pharmacy Price Quote Tool

Before you fill your next prescription, use the Pharmacy Price Quote Tool on myCIGNA.com. Cost information is available to you for more than 57,000 retail pharmacies and our mail order pharmacy, CIGNA Tel-Drug®. Compare brand-name prescriptions to their generic equivalent and save more.

- Select the MY PLANS tab.
- Click on *Pharmacy* under the MY PLANS tab.
- Go to *Prescription Drug Price Quotes*.
- Find your name from the scroll-down menu.
- Press *Go*.

| | <u>Zocor 5 mg Tab (Brand)</u> | <u>SIMVASTATIN (Generic)</u> |
|-------------------|-------------------------------|------------------------------|
| Member Cost: | 61.52 | 12.00 |
| Health Plan Cost: | 0.00 | 0.00 |
| Total Cost: | 61.52 | 12.00 |

CIGNA Prescription Drug List

You can find a list of CIGNA-covered medications on myCIGNA.com.

- Click on the MY PLANS tab.
- Open the *Pharmacy* page.
- Go to *Additional Resources* at the bottom of the screen.
- Click on *CIGNA's Prescription Drug List*.

CIGNA Tel-Drug®

CIGNA Tel-Drug mail order pharmacy is a convenient alternative to your local retail pharmacy. You can place orders for new prescriptions, refill prescriptions and check the status of recently placed orders. Before filling a prescription, you can request a price quote or view your order and claim history.

- Click on the MY PLANS tab.
- Open the *Pharmacy* page.
- Click on *CIGNA Tel-Drug® Home Delivery*.

DENTAL – Estimating Your Dental Care Costs

CIGNA Dental Treatment Cost Estimator

You can estimate and plan for your dental care costs before you receive services. Select the procedure or treatment you are considering and estimate your out-of-pocket cost. Estimates are based on your plan information and are adjusted for location.

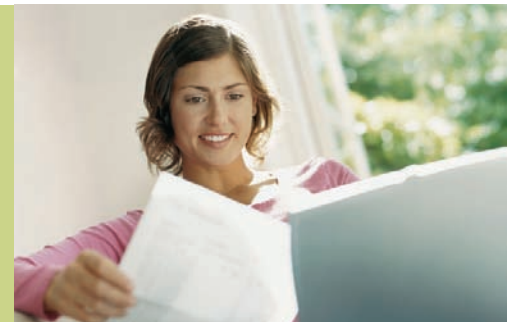
- Click on the MY PLANS tab.
- Open the *Dental* page.
- Go to *Dental Treatment Cost Estimator*.
- Find your name from the scroll-down menu.
- Press *Go*.

COST SAVINGS TIPS

Find ways to decrease your out-of-pocket expenses by using the Cost Savings Tips on myCIGNA.com.

- Click on the MY HEALTH tab.
- Select the *Cost and Quality Resources* page.
- Click on *Cost Savings Tips*.





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